## HOW TO VIEW TEST HISTORY AT \*KLAHOMA THE TIME OF CREDENTIAL ISSUANCE



## ONLINE KNOWLEDGE EXAM

We're excited to introduce a new partnership between Service Oklahoma and KnowTo Drive, aimed at enhancing the way Oklahomans access and complete their written knowledge exams. Starting soon, customers will have the convenience of taking their written Class D knowledge exams online.

After completing their exam online, customers can simply visit a Service Oklahoma location or a Licensed Operator to receive their credential. In this document, we'll walk through how this new testing process will be integrated into our existing credential issuance workflow to ensure a seamless experience for both our team and the customers we serve.

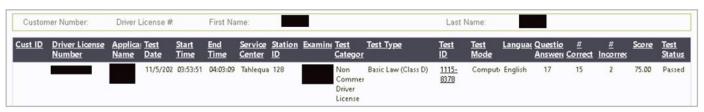
## **Credential Issuance Workflow**

After a customer has passed a written knowledge exam for a Class D license (motorcycle testing will be added later), we must verify their test history before issuing a credential in-store.

Before checking the customer's scores in the new KnowTo Drive Oklahoma Repository, check testing history in Auto Test.

Even though Service Oklahoma will now be using KnowTo Drive testing services, written knowledge exam scores in Auto Test will remain valid for up to one year. This is why it is important to check both Auto Test and KnowTo Drive, to ensure a customer's testing history is properly tracked.

After the initial one year, it will no longer be necessary to check a driver's testing history in Auto Test.



2) Log into your computer with your Service Oklahoma login information.

Then, open the KnowTo Drive repository.

In the app portal, select "Open Application" under "Oklahoma Repository".



**3)** There are multiple options on the next screen.

You can search for customers using either:

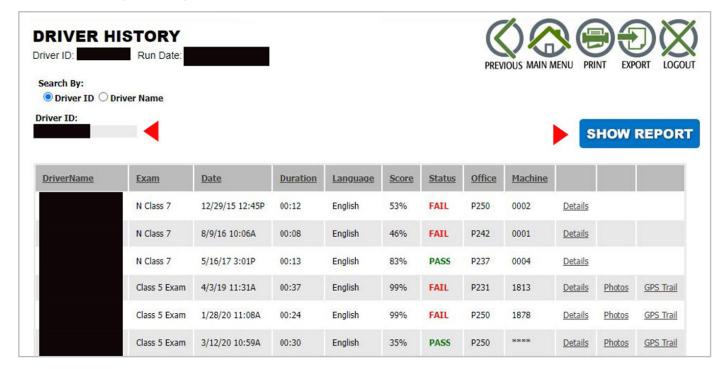
- **Find transactions**
- **View reports**



4) If "View Reports" is selected, click on the "Drive History" report to open the report builder page.

5) Select either the Driver's ID or Name and then type in the information.

Click "Show Report". As you can see, all the test scores are listed for this customer.



6) If "Find Transactions" is selected, search options include the customer's name, ID number, or birthday.

Select the preferred search option, and type in the customer's information.

7) At the top of each page in the Repository, there is a navigation bar.

There are options to go back to the main menu, log out, and either go backwards or forward to a previous page.



8) After checking both the KnowTo Drive and AutoTest repositories for the customer's testing history, find the customer's account in D365, and input the testing information as you've done previously. Note: If an online test was used, please put "Online" as the "Testing Location".

